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# PERFORMANCE MEASURES

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## ***PERFORMANCE MEASURES***

Since 2004, the City of Kirkland has been monitoring key performance measures in six service areas: Fire and Emergency Medical Services; Streets; Information Technology; Police; Parks and Community Services; and Refuse and Recycling. This section of the budget document includes a report on the key performance measures for each of these service areas along with examples of service provided. As we continue to monitor these key measures over time, we will have a good indicator of how much progress the City is making in meeting our goals for providing high quality services in a cost-effective way. This section is intended to show the citizens of our community how we are doing on the following goals:

### **Fire and Emergency Medical Services:**

Preserve lives and protect property through high quality response to fire and emergency medical incidents.

**Key measures:** Emergency Response Times and Effectiveness in Containing Fires

### **Streets:**

Construct and maintain the public infrastructure of the City and ensure efficient and reliable public streets for Kirkland residents.

**Key measures:** Pavement condition rating and citizen rating of street maintenance.

### **Information Technology (IT):**

Proactively provide cost effective, reliable, standardized, and current information technology tools, systems, and services including customer focused support.

**Key measures:** Share of the City's business that is conducted through E-Commerce and rating of IT services

### **Police:**

Reduce crime and increase the community perception of safety through high quality law enforcement services.

**Key measures:** Crime rates and citizen ratings of safety in their neighborhoods.

### **Parks and Community Services:**

Enrich and enhance Kirkland's quality of living by effectively managing our public lands and serving the leisure needs of all residents.

**Key measures:** Citizen rating of the City's parks and recreation programs and citizen enrollment in recreation classes.

### **Refuse and Recycling:**

Reduce waste generated by Kirkland residents and businesses by recycling, reducing, and reusing materials.

**Key Measures:** Citizen rating of recycling services and tons of recycling material collected.

# Key Findings

Some notable findings of the Performance Measures Guide are:

- In 2007, the average pounds of garbage collected per SFR account per week decreased by 5.4 lbs and the SF recycling diversion rate increased to 69% - one of the highest in King County.
- There were no DUI traffic fatalities on City maintained roadways in 2006 or 2007.
- Increased staffing alone does not equate to decreased response times. Over the past four years response times for both Fire and EMS have increased even with an increase in staffing. Response times are based on many variables including:
  - Fire and EMS staffing,
  - Availability of emergency response resources,
  - Number of simultaneous alarms at each fire station,
  - Time in call center before dispatch,
  - Time it takes fire or EMS staff to leave the station,
  - Traffic and traffic control devices,
  - Weather, and
  - Distance of response resources from emergency.
- Street sweeping tons increased in 2007 by more than 100 tons. Street sweeping tons reflect not only debris from trees and other natural sources, but also garbage and litter left on the ground.
- The City of Kirkland Parks and Community Services Department realized a significant increase in the number of volunteers and volunteer hours in 2007, with a 184% increase in the number of volunteers and a 249% increase in volunteer hours.
- Use of the City Website has been steadily increasing and the number of user sessions per year has almost doubled since 2004. The City strives to provide a website that is easy to navigate and informative for residents.

We hope you will find this section a helpful tool for reviewing and understanding some of the services provided by the City of Kirkland.

# ***REFUSE AND RECYCLING***

## **Goal**

The City strives to reduce waste generated by Kirkland residents and businesses by recycling, reducing, and reusing materials. Recycling reduces the amount of garbage that the community produces so that the life span of the local landfill can be extended. Recycling helps protect the environment and reduce the costs of garbage disposal.

Recycling Program	MEASURE	2004	2005	2006	2007
Residents Participate	Participation Rate SFR <sup>1</sup>	66.3%	64.3%	84%	90.7%
	Participation Rate MFR <sup>2</sup>	94%	95%	95%	95%
So that.....	Total Tons of Recycled Material Collected SFR/MFR/Commercial	9,154 tons	8,714 tons	8,906 tons	9,271 tons
Minimize Garbage Output	Diversion Rate SFR (Goal = 52lbs) <sup>3</sup>	60.1%	59.8%	62.5%	68.6%
	Diversion Rate MFR	12.1%	16.4%	16.9%	14.9%
	Total Tons of SFR Food & Yard Waste Collected	7,346 tons	6,664 tons	7,099 tons	7,482 tons
So that.....	Total Tons of Garbage Collected SFR/MFR/Commercial	31,213 tons	33,000 tons	33,690 tons	32,698 tons
Divert Waste from Landfill	Average Pounds of Garbage Collected Per Week Per SFR Account (Goal = under 33lbs)	32 lbs	27.30 lbs	25.5 lbs	20.1 lbs
	Actions the City Has Taken to Promote Product Stewardship and Reduce the Generation of Waste	Major expansion of recycling program, including food waste and electronics	Pilot commercial food waste recycling program	Commercial organics and residential food waste, MFR outreach	Promotion of commercial organics, development of MF food waste pilot, MFR outreach
So that.....	Expected Life Span of Cedar Hills Landfill	2015	2015	2016	2016
Extend Landfill Life					

<sup>1</sup> SFR – Single Family Residence

<sup>2</sup> MFR – Multi-Family Residence

<sup>3</sup> Diversion Rate – the percent of waste materials diverted from the landfill to be recycled, composted or reused.

SFR – includes yard waste, MFR – does not include yard waste.

## **Analysis**

The City of Kirkland has realized significant success in resident participation in waste reduction activities. In the past year alone the average pounds of garbage collected per SFR account per week decreased by 5.4 lbs and the SF recycling diversion rate increased to 69% - one of the highest in King County. The number of participants in the commercial organics program increased from 12 in the fall of 2007 to over 50 by the end of the year accounting for the diversion of over 57 tons of organic material from the landfill.

## REFUSE AND RECYCLING BUSINESS OUTREACH

The City of Kirkland has robust business outreach and assistance and commercial organics recycling programs that are offered to all Kirkland businesses. By participating in these programs, businesses are able to save money, promote environmental stewardship, and save space in the landfill.

In 2007, the Holy Family Parish School had a recycling assessment done by the City of Kirkland to ensure appropriate recycling capacity, identify other opportunities to recycle, and to speak with the students and school officials about recycling in a presentation. With the new tools and information in hand, the already motivated staff and students of Holy Family, lead by Steve Carbonetti, made significant changes in the way the school reduces, reuses and recycles.



Below are just a few examples of the efforts and their effects:

- All lunch milk cartons are now being recycled: after lunch there is a bucket for the youth to dump any remaining milk into and a recycling container. With 271 students this could potentially add up to more than 10,840 milk cartons per school year.
- Students at Holy Family Parish School started a Green Team: this is a group of 7<sup>th</sup> graders that are working to raise recycling awareness with other youth in the school and with parents. They recently ran a contest where parents that were seen using a reusable mug rather than a paper cup in the morning got entered in a drawing for prizes.
- Through increasing recycling and participating in the commercial organics program the school has been able to reduce their garbage service from two six-yard dumpsters to one eight-yard dumpsters for a savings of about \$184/mo. or about \$2,200/yr.



The school is continuing to find ways to reduce, reuse, and recycle. This success story is an example of what can be accomplished when the City's recycling and outreach programs are combined with a highly-motivated group determined to make a difference in their bottom line and their environment.



# POLICE SERVICES

## Goal

The Kirkland Police Department strives to provide quality law enforcement that builds trust, confidence and respect throughout the community. The Police Department places a strong emphasis on ensuring that all those who live, shop, work, and play in Kirkland feel safe. The Police Department prevents and responds to crime so that Kirkland remains safe for all community members.

### Police Department

### Prevent and Respond to Crime

So that.....

### Keep City Safe

So that.....

### Citizens Feel Safe<sup>4</sup>

MEASURE	2004	2005	2006	2007
Total calls for service	*	43,120	43,682	41,870
Average # of Calls For Service per shift	*	59.1	59.8	57.4
Total 911 calls received	*	27,962	28,249	27,633
Average # of Patrol contacts per shift	9.63	8.82	8.84	8.69
Criminal Citations	*	1,468	1,775	2,005
Infractions	*	8,618	7,516	8,167
Collisions w/enforcement	*	*	668	511
Sworn FTE's (Authorized) <sup>1</sup> per 1,000 population	1.36	1.39	1.45	1.47
Average # of Officers per shift	7.09	6.49	6.59	6.8
Total Arrests per 1,000 population	51.5	42.6	50.9	48.8
DUI Arrests per 1,000 population	10.9	9.0	5.5	7.5
Total Part I Violent Crimes <sup>2</sup> per 1,000 population	1.7	1.6	1.9	1.4
Total Part I Property Crimes <sup>3</sup> per 1,000 population	37	39	40	40
Citizen Rating of Safety in Their Neighborhood During the Day	*	*	Very Safe <u>89%</u> Somewhat Safe <u>9%</u>	*
Citizen Rating of Safety in Their Neighborhood After Dark	*	*	Very Safe <u>54%</u> Somewhat Safe <u>29%</u>	*

<sup>1</sup> Increased personnel provide for additional patrol coverage, investigations & other police services that keep the community safe.

<sup>2</sup> Part 1 violent crimes include: murder and non-negligible manslaughter, forcible rape, robbery and aggravated assault.

<sup>3</sup> Part 1 property crimes include: burglary, larceny-theft, motor vehicle theft and arson.

<sup>4</sup> 2006 Citizen Opinion Survey rated Police services as one of the top 5 most important services.

## Analysis

Through increased emphasis on enforcement of driving under the influence, DUI arrests increased by 2 additional arrests per 1000 people in Kirkland in 2007 or approximately 94 additional arrests were made. There were no DUI traffic fatalities on City maintained roadways in 2006 or 2007. To ensure a safe community the City of Kirkland Police Department has been emphasizing enforcement of traffic laws such as speeding, crosswalk violations and seatbelt usage.

## **DOMESTIC ABUSE RESPONSE TEAM (DART)**

The Kirkland Police Domestic Abuse Response Team (DART) has been working with victims of domestic violence since 1999. Initially organized by former Advocate Julie Reynolds as a resource to assist the Family Violence Unit, the all volunteer group quickly became an indispensable part of the unit.



The volunteers each receive 30 hours of specialized training and pass a rigorous testing and background process. Frequent meetings and on-going training ensure that DART volunteers are current on the latest developments in the law and aware of resources that may be available.

Kirkland is the only city in east King County that has a program supported by a trained volunteer core, in addition to a detective and family/youth advocate. Domestic Abuse Response Team (DART) volunteers provide crisis intervention, victim support and caseload follow-up. Trained in understanding the cycle of domestic violence, volunteers are quick to offer a reassuring voice and resources to help victims immediately following an incident.



“Domestic violence is one of the most common in-progress offenses against a person that our department responds to,” explains Detective Janelle McMillian. “It usually involves an assault or a violation of a protection order.” Last year, KPD responded to 827 domestic incidents and 91 restraining order violations.

# ***FIRE AND EMERGENCY MEDICAL SERVICES***

## **Goal**

When Fire and Emergency Medical Services employees respond to fires and medical emergencies, they strive to preserve lives and protect property. Their goal is to provide effective and efficient services that enhance a safe environment for the public.

Fire Department	MEASURE	2004	2005	2006	2007
↓	Paid fire and EMS staffing per 1,000 population served	.89	.93	1.0	1.0
Respond to Medical Emergencies	EMS responses per 1,000 population served (BLS and ALS)	66.2	65.2	66.9	64.5
So that....	Average EMS response times (ALS & BLS)	5:11 min	5:17 min	5:21 min	5:30 min
Timely Treatment Received	% of EMS response times under 5 minutes (Goal = 90%)	53%	52%	51%	49%
↓	Total fire incidents per 1,000 population	27.4	26.6	34.4	26.2
Respond to Fires	Total non-fire incidents per 1,000 population	12	9.6	17.0	12.4
So that....	Average fire (emergency) response times	5:58 min	5:53 min	6:02 min	5:59 min
Minimize Damage	% of fire response times under 5.5 minutes (Goal = 90%)	43%	49%	46%	47%
So that....	% of building fires confined to area of Origin	58%	67%	44.8%	41%
Keep Community Safe					

<sup>1</sup> BLS = Basic Life Support and ALS = Advanced Life Support

## **Analysis**

Increased staffing alone does not equate to decreased response times. Over the past four years response times for both Fire and EMS have increased even with an increase in staffing. Response times are based on many variables including:

- Fire and EMS staffing,
- Availability of emergency response resources,
- Number of simultaneous alarms at each fire station,
- Time in call center before dispatch,
- Time it takes fire or EMS staff to leave the station,
- Traffic and traffic control devices,
- Weather, and
- Distance of response resources from emergency.



## SERVICE IMPROVEMENT

King County and Kirkland are leaders in EMS and pre-hospital care of patients in cardiac arrest and have been since the introduction of CPR in the late 1960s. Kirkland is on the forefront providing advanced cardiac care, including defibrillation, to patients in their homes, on the street, and at work.



Today people who suffer a cardiac arrest in Kirkland are three times more likely to survive than the national average, and among patients in ventricular fibrillation (a deadly cardiac arrhythmia where a quick shock from a defibrillator is the only treatment) the survival rate in Kirkland is approximately 40%. This is one of the highest survival rates in the world.

Being a leader means continually looking for ways to improve. The City of Kirkland and King County EMS, is participating in an exciting new study investigating the management and treatment of cardiac arrest. The Resuscitation Outcomes Consortium (ROC) performing the study includes large EMS providers throughout North America including San Diego, Toronto, Dallas and the entire states of Iowa and Alabama. Among this elite group Kirkland and King County are leaders. The King County group, including Kirkland, was the first to complete the required training and begin enrolling patients and is recognized as a top performer in compliance with study protocols.



The City of Kirkland EMS strives for 90% of response times to fall under 5 minutes; this goal is driven by the cardiac arrest survival rate curve. Through bystander CPR and quick response times, the chance of survival by a cardiac arrest patient increases. The Kirkland Fire Department is committed to leadership and excellence and providing world-class service to the community.



# STREETS

## Goal

The Streets Section of the Public Works Department is responsible for keeping City-owned streets and landscaped surfaces maintained. The work includes keeping roads repaired, landscapes aesthetically pleasing, and streets swept often to keep debris from entering the storm system and to improve water quality. The Streets Section works to provide the infrastructure for the City to ensure safe, attractive, efficient and reliable public streets and rights-of-way for Kirkland residents.

Street Maintenance	MEASURE	2004	2005	2006	2007
Roads are Repaired	Total paved lane miles	351.1	351.8	352.3	352.3
So that.....	Road Rehab Expenses per paved lane mile	\$4,310	\$3,471	\$4,919	\$6,261
Roads are well maintained	Pavement condition index (PCI) <sup>1</sup>	70	*	*	*
	Percentage of lane miles assessed as fair or better <sup>2</sup>	90%	*	*	*
	Citizen ratings of road maintenance (satisfactory or better) <sup>3</sup>	94%	*	95%	*
Sweep Streets	Street sweeping expenditures per capita	\$3.12	\$4.42	\$4.12	\$3.79
So that.....	Street sweeping (tons)	592	517	497	600
Streets are clean and storm drains are clear	# of lane miles swept: Commercial Business District (per year)	500	500	500	500
So that.....	# of lane miles swept: Residential (per year)	3,744	3,744	3,432	3,432
Safe Streets and Improved Surface Water Quality	<sup>1</sup> The City of Kirkland uses the Washington State DOT method for objectively rating the pavement condition based on factors including cracking, patching, weathering, and rutting. Every 3 to 4 years the PCI ratings for the entire City's street network are updated. The last survey was performed in 2004. <sup>2</sup> Based on 2004 PCI survey data; "fair or better" equates to a PCI of 40 or better. Pavement Condition Index (PCI) is a rating of the general condition of pavements and is based on a scale of 0 to 100. A PCI of 100 represents a newly constructed road with no distresses; a PCI below 10 corresponds to a failed road requiring complete reconstruction. <sup>3</sup> Survey completed every other year				

## Analysis

There was a large increase in road rehabilitation expenses per lane mile in 2007. This increase was due to a larger overlay contract in 2007 than in prior years. Work was performed on a few arterials (NE 70<sup>th</sup> and 132nd Ave) which require more traffic control and there was an increase in construction and material costs. In 2006, a few streets were not completed due to utility conflicts and funds were carried over to 2007. In 2007, the City paved more square yards (SY), which used the whole overlay budget (2006 SY paved = 37,508; 2007 SY paved = 64,768).

## STREET SWEEPING

Street sweeping is a service that the City of Kirkland provides to residents and businesses that can easily go unnoticed. The sweepers start out early in the morning, so by the time the downtown area gets busy the debris has been removed. In 2007, 600 tons of debris was removed from Kirkland streets.

Street sweeping has been provided by cities as a regular service since before the creation of the automobile. It used to be a manual service provided through the use of a broom and dust pan. Now it is provided mainly through a street sweeping truck and crew.



The City of Kirkland is dedicated to environmental stewardship and providing an excellent quality of life.

Street sweeping is provided for more than making the streets look clean. Street sweeping has also been shown to improve water quality, as the sweeper picks up waste that would otherwise go into the storm water system and eventually out to rivers and lakes.

The Streets section of the City of Kirkland sweeps commercial business districts 100 times a year or approximately two times per week. Imagine the state of the streets without this valuable service.



# ***PARKS AND COMMUNITY SERVICES***

## **Goal**

The City strives to provide high quality parks, facilities, and programs to support citizens in increasing their health and activity. The City Parks and Community Services Department wants to enrich and enhance Kirkland's quality of living by effectively managing our public lands and serving the leisure needs of all residents to make Kirkland the place to be.

Parks and Recreation	MEASURE	2004	2005	2006	2007
Parks & Recreation Staff	Total staff for parks maintenance and recreation programs	55.8	59.8	70.89 <sup>1</sup>	57.07
	Park maintenance FTE's per 100 acres developed land	15.5	14.8	19.99	16.19
	Number of volunteers/ volunteer hours	508/1,200	711/2,115	455/1,240	1,293/4,333
So that.... Maintain Parks & Provide Recreation Programs	Total O&M for recreation programs	\$1,501,826	\$1,659,619	\$1,663,761	\$1,686,929
	Recreation O&M per capita	\$32.80	\$36.28	\$35.26	\$35.23
	Total O&M for parks maintenance	\$2,217,657	\$2,446,832	\$2,643,047	\$2,609,170
	Parks maintenance O&M per capita	\$48.42	\$53.49	\$56.02	\$54.48
So that.... Provide High Quality Parks and Recreation Programs	Developed park acreage per 1000 population	4.6	4.6	4.38	4.41
	Citizen ratings of appearance of Parks & Recreation Facilities <sup>2</sup> -satisfactory or better	*	*	98%	*
	Citizen ratings of the quality of Parks and Recreation programs -satisfactory or better	*	*	89%	*
	Recreation classes offered	2,868	2,812	2,741	2,778
So that.... Increase citizens' quality of life	Citizens' enrollment in classes	16,030	18,104	18,067	18,075
	Citizen ratings of overall satisfaction with Parks & Recreation – satisfactory or better <sup>3</sup>	95%	*	98%	*
So that.... Citizen Satisfaction					

<sup>1</sup> Increased staffing due to increased programs and park development

<sup>2</sup> 2006 Citizen Opinion Survey results reflect Parks and Community Services as one of the top 5 services offered by the City.

## **Analysis**

The City of Kirkland Parks and Community Services Department realized a significant increase in the number of volunteers and volunteer hours in 2007, with a 184% increase in the number of volunteers and a 249% increase in volunteer hours.

## KIRKLAND STEPPERS WALK FOR THE FUN OF IT

The Peter Kirk Community Center's very successful walk program for adults age 50+ is charging into its fifth year. The Kirkland Steppers depart from the Peter Kirk Community Center (PKCC) on scheduled walks every Tuesday and Thursday morning from the first of June through the end of September.

Between 175 and 200 adults participate in this popular program and range in ability from long-time walkers and exercise participants to serious couch potatoes, having never exercised a day in their life. The ages range from 48 to 96! Donning bright orange t-shirts, this lively group of walkers are a visible tour de force seen roaming the streets of downtown Kirkland and neighborhood parks.



In 2007 the Kirkland Steppers, in collaboration with the Kirkland Senior Council and the Police Department launched a Pedestrian Safety Campaign. Because of their sheer numbers, these walkers are the most visible group to demonstrate pedestrian safety practices and they make wonderful role models for the community.



To increase visibility of the Steppers, walkers received an orange visor, a round red flashing LED light that clips on their clothing and a bright orange (bandana size) pedestrian flag. When pedestrian flags are not available at crosswalks, waving these handy, easily accessible bright flags alerts drivers of their presence. Steppers frequently carry extra flags and distribute to other walkers and those with strollers and baby carriages.



The Pedestrian Safety Campaign is also responsible for the recent production of the Senior Council Pedestrian Safety video "Excel as a Pedestrian" that can be viewed by visiting:

[http://kirkland.granicus.com/MediaPlayer.php?view\\_id=13&clip\\_id=1139](http://kirkland.granicus.com/MediaPlayer.php?view_id=13&clip_id=1139)



# INFORMATION AND TECHNOLOGY

## Goal

Proactively provide cost effective, reliable, standardized, and current information technology tools, systems, and services including customer focused support.

IT Department	<b>MEASURE</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
	Total Apps/Network and Ops IT Staff	4.5 / 5	5 / 6	6.75/6	6.75/5
Usability of Website	Average weekly hours updating site	15	15	17.5	25
	Number of user sessions per year	367,388	452,560	448,100	611,671
So that.....	Percentage of Building Permits applied for online that are available online	* <sup>1</sup>	30%	66%	66%
Citizens & Business Informed, Access to Government Anytime and Anywhere	Percentage Parks & Recreation registration online that is available online	28%	31%	33% <sup>2</sup>	38%
So that.....	E-Gov transactions dollar amount	\$318,569	\$434,469	\$364,125	\$413,310
Citizens Satisfied with City Website	% of citizens who have visited the website <sup>3</sup>	44%	*	56%	*
Provide IT Tools	# of help desk calls per # of help desk employees	*	*	1,193	1,389
	# of help desk calls per # of permanent city employees	*	*	7.67	8.85
So that.....	Help desk calls resolved	3,398	3,835	3,580	4,166
Increase Staff Productivity and Efficiency	Total training sessions provided <sup>4</sup>	33	37	9	44
	# of employees that took an IT training class	*	*	53	*
So that.....	Internal customer satisfaction: general IT services	*	*	3.6 / 4.0	3.7/4.0
Staff More Efficient and Satisfied					

1 Indicates information not collected.

2 In 2007 data was reported as 60% which reflected a point in time. Percent of Parks and Recreation online can be as high as 75% in the beginning of the summer. After processing refunds, and as the year progresses less registration is done online. Numbers reported reflect overall annual registration for all Parks and Recreation Programs.

3 Citizen Opinion Surveys are completed every other year.

4 Total training sessions provided in 2007 is an estimate based on instructor data.

## Analysis

Use of the City Website has been steadily increasing and the number of user sessions per year has almost doubled since 2004. The City strives to provide a website that is easy to navigate and informative for residents.

## MyPARKSANDRECREATION.COM

The City of Kirkland continues to expand its online accessibility to citizens and in the Fall of 2003 began offering online registration for Parks and Recreation classes.

The City has been involved with the ECityGov Alliance's MyParksandRecreation.com to bring a feature which allows citizens to access Parks and Recreation information in one place for all of the Eastside cities. The Alliance is a group of cities in the Puget Sound Region that have committed to partner together to provide on-line services and information to their customers.

In an effort to offer accessibility to more recreation programs, in the Spring of 2007, the city linked Kirkland-Parks.net with MyParksandRecreation.com allowing users to register for multiple recreation activities on one website.



**YOUR GOAL: EXPLORE, LEARN, PLAY**  
**OUR GOAL: MAKE IT EASY!**

**SAME GREAT CLASSES, OR NEW OPPORTUNITIES IN OUR REGION — YOU CHOOSE!**

All of your recreation registration needs and parks info are now available on one easy-to-use website. You can now find the same great class you took last time, search for new classes, or explore all of our parks and trails. This site has it ALL!

**MyParksandRecreation.com**  
Over 3000 recreation programs, 300 parks, 9 local cities, ONE web site

**MyParksandRecreation.com**  
Things to Do: Register for Classes Places to Go: Parks Information

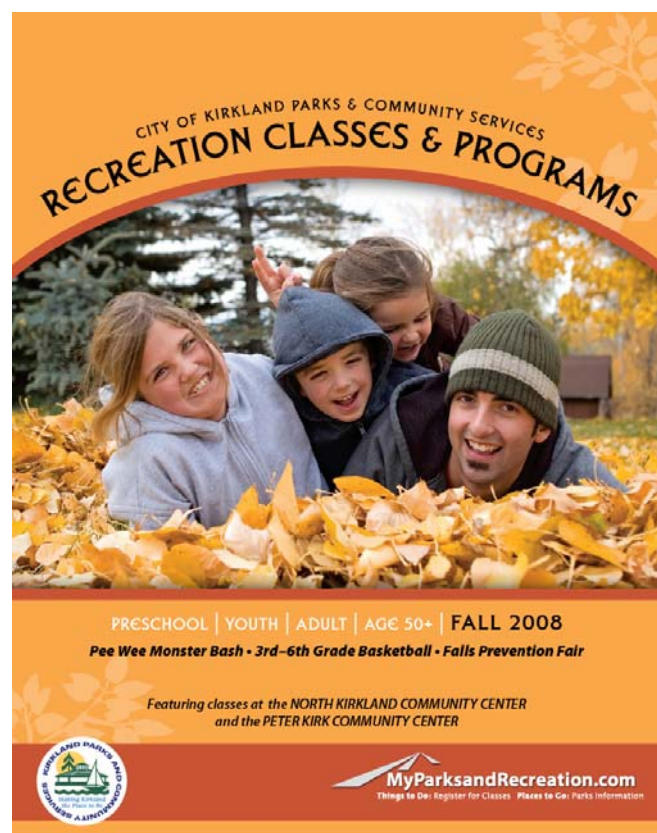
Logos for participating cities: Issaquah, Kirkland, Bellevue, Redmond, and others.

Through MyParksandRecreation.com, citizens are able to search for recreational activities, facilities, parks and trails throughout the Eastside, and be linked to individual city websites for more in-depth information and registration.

When connecting to the MyParksandRecreation.com page, users are provided with two options: Places to Go or Things to Do. Places to Go gives users the ability to search for parks, trails, and recreational facilities provided by any of the cities with the ECityGov Alliance. If citizens are looking for a boat launch, a dog park, or a place to play tennis, they can find it through a search

using Places to Go. Things to Do allows users to search for classes or activities to participate in.

By providing search options that include all of the cities within the ECityGov Alliance, the recreational opportunities available to the community are more numerous and varied than those provided only by the City of Kirkland. On the horizon of Myparksandrecreation.com is the feature of searching special events, and reserving facilities online.



**CITY OF KIRKLAND PARKS & COMMUNITY SERVICES**  
**RECREATION CLASSES & PROGRAMS**

**PRESCHOOL | YOUTH | ADULT | AGE 50+ | FALL 2008**  
**Pee Wee Monster Bash • 3rd-6th Grade Basketball • Falls Prevention Fair**

Featuring classes at the **NORTH KIRKLAND COMMUNITY CENTER**  
and the **PETER KIRK COMMUNITY CENTER**

**MyParksandRecreation.com**  
Things to Do: Register for Classes Places to Go: Parks Information

Logos for participating cities: Kirkland, Issaquah, Bellevue, Redmond, and others.

